

## Library and Knowledge Services

The Library and Knowledge Services Team are committed to delivering a high standard of customer care.

Please find below our service delivery standards.

<b>Service</b>	<b>Standard</b>
<b>General enquiries</b>	95% completed within 2 working days
<b>In-depth enquiries</b>	95% completed within 5 working days
<b>Literature searches</b>	90% completed by the date requested
<b>Document supply</b>	90% supplied within 5 working days
<b>Information skills training</b>	90% delivered for the date and time proposed by the requestor
<b>KnowledgeShare alerts</b>	90% set up within 5 working days
<b>Resource availability</b>	80% of returned resources to be made available within 5 working days
<b>Publishing</b>	90% documents published within 5 working days
<b>Membership registration</b>	90% registrations completed within 5 working days
<b>Athens registration</b>	90% accounts verified within 5 working days